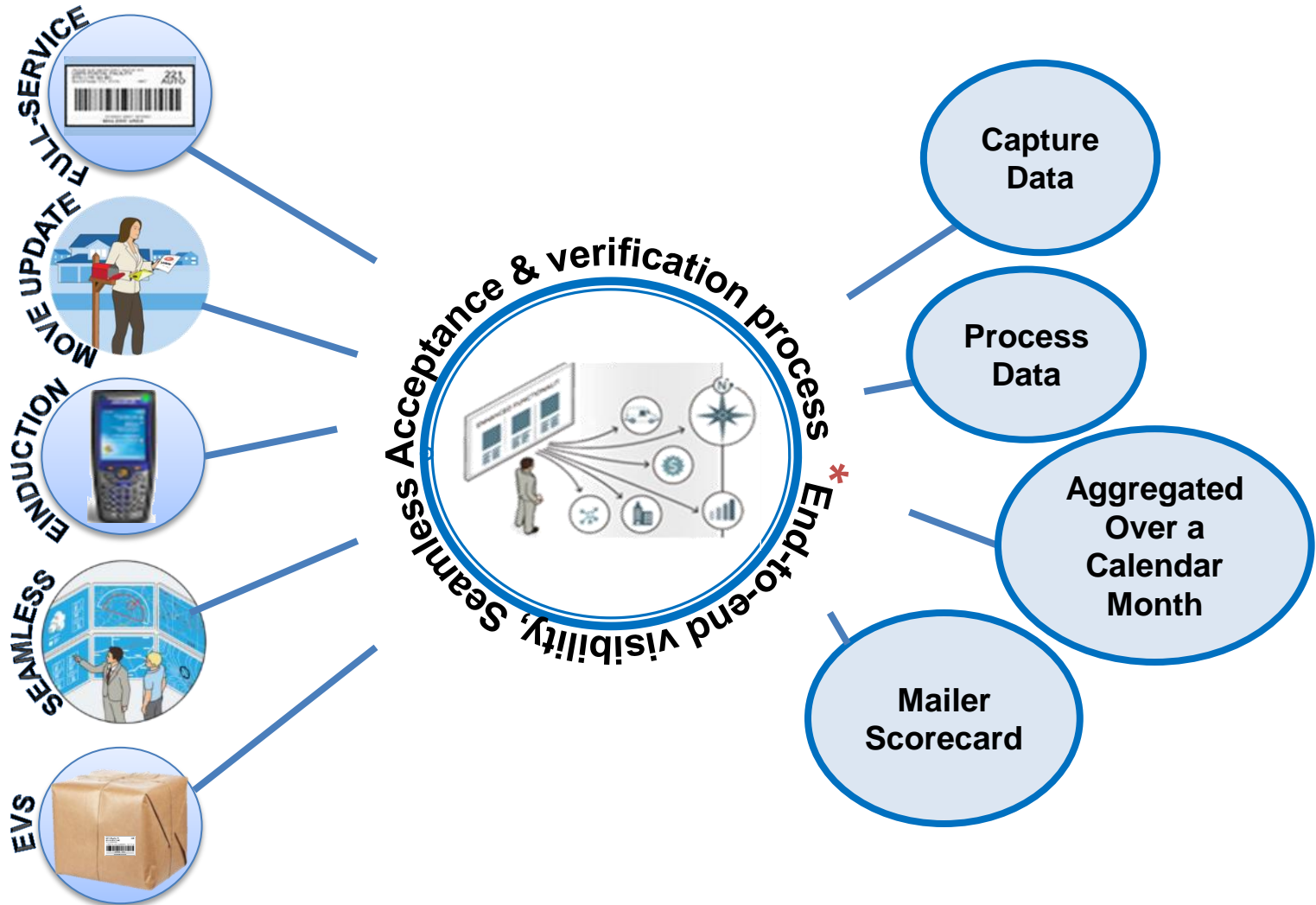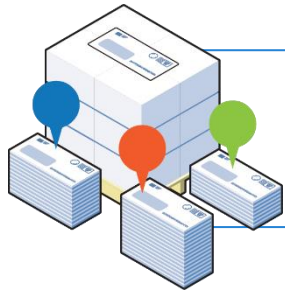# Mailer Scorecard Webinar

October 29, 2015

Mailer Scorecard/Full-Service Webinar

- Mail Entry Program Overview

- Mailer Scorecard Overview

- How to Access the Mailer Scorecard

- How to Drill Down into a Report

- Full-Service Verifications and Error Drill Downs

- New Changes to the Mailer Scorecard

Mailing Initiatives

FULL-SERVICE
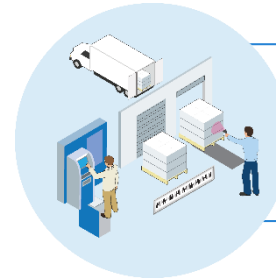
MOVE UPDATE

EINDUCTION

SEAMLESS

EVS

Acceptance & verification process

Seamless Acceptance, Visibility, End-to-end visibility *

Data Driven Enterprise

Capture Data

Process Data

Aggregated Over a Calendar Month

Mailer Scorecard

3

Full Service

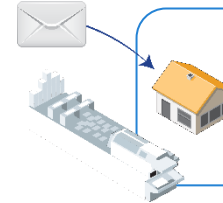**88%** adoption (volume)

Seamless

18% adoption

SOX Approval

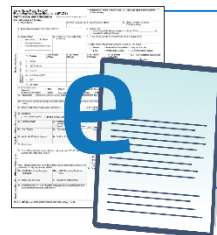## eInduction

52% adoption

Deployed to non-SV

Move Update

Developing Proposed Rule

Electronic Verification System

e **90%** adoption

Identified key performance metrics

1. Prepare Mailing and Submit eDoc
2. Postage Statement is finalized in *PostalOne!®*
3. eDoc is verified for Full-Service compliance
4. Results available on Mailer Scorecard after 72 hours
5. Results from all mailings in one month evaluated

Full-Service Verification Process

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Full-Service Error Types

eDoc Verifications	Description
Mailer ID	**MIDs** in the IMcb, IMtb, & IMb™ as listed in the eDoc must be valid and assigned by the USPS®
Service Type ID	The **STID** in the IMb as listed in the eDoc must be valid and correct for the mail class and service level of the mailpiece
By/For	**By/For** –The mail owner and preparer must be identified correctly in the eDoc for a mailing with more than 5000 pieces per day for a single mail owner
Barcode Uniqueness	**Unique Barcodes** in the IMcb, IMtb, & IMb as listed in the eDoc must be unique across all mailings from all mailers over the previous 45 days
Entry Facility	The **Entry Facility** for a container or handling unit as listed in the eDoc must match the entry facility from the Mail Direction File or the Facilities Database
Unlinked Copal	All trays/virtual sacks marked for co-palletization at origin must have corresponding eDoc linking to a pallet within **14 days**

Mailer Scorecard/Full-Service Webinar

- ▪ Mail Entry Program Overview

➡ - ▪ Mailer Scorecard Overview

- ▪ How to Access the Mailer Scorecard

- ▪ How to Drill Down into a Report

- ▪ Full-Service Verifications and Error Drill Downs

- ▪ New Changes to the Mailer Scorecard

Mailer Scorecard Overview

- Reports data for Full-Service, Move Update, eInduction, Seamless Acceptance, and Service Performance Measurement

- Five tabs provide dashboard view of mailing quality over a calendar month

- Reference Guide to the Mailer Scorecard for additional information

Mailer Scorecard Overview

- View verification data as a count of errors, percentages, or trend information over time

- Ability to view current and previous month's mailing data

- # Metrics view counts the number of errors assessed, rather than the number of pieces in error

  - Can result in the # of errors being higher than the # of pieces in error

- Up to 72-hour delay on information being available

- Option to view information as a Mail Owner/Mail Preparer or eDoc Submitter
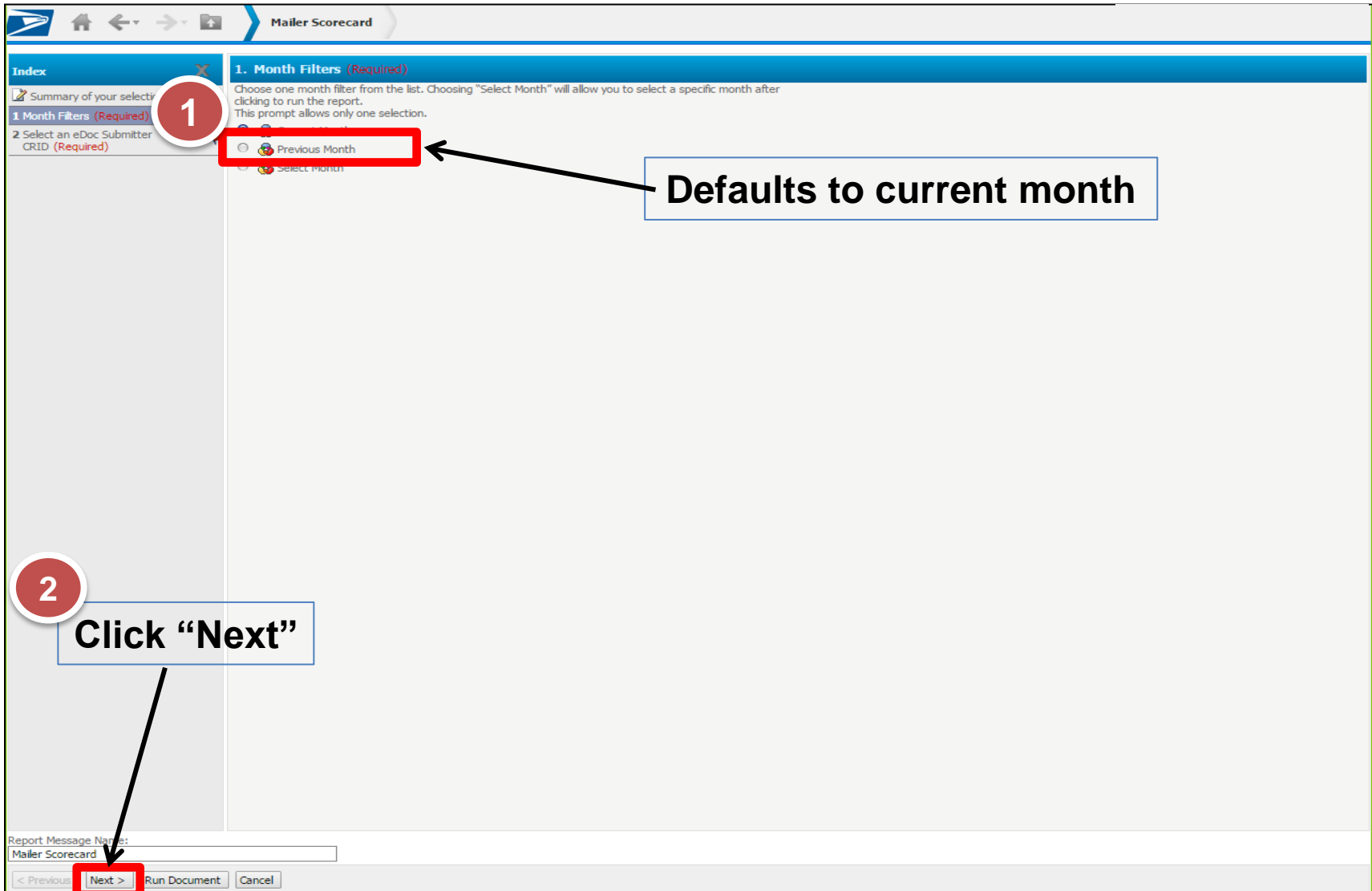
Mailer Scorecard/Full-Service Webinar

- Mail Entry Program Overview

- Mailer Scorecard Overview

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- New Changes to the Mailer Scorecard

Accessing the Mailer Scorecard via Business Customer Gateway (BCG):
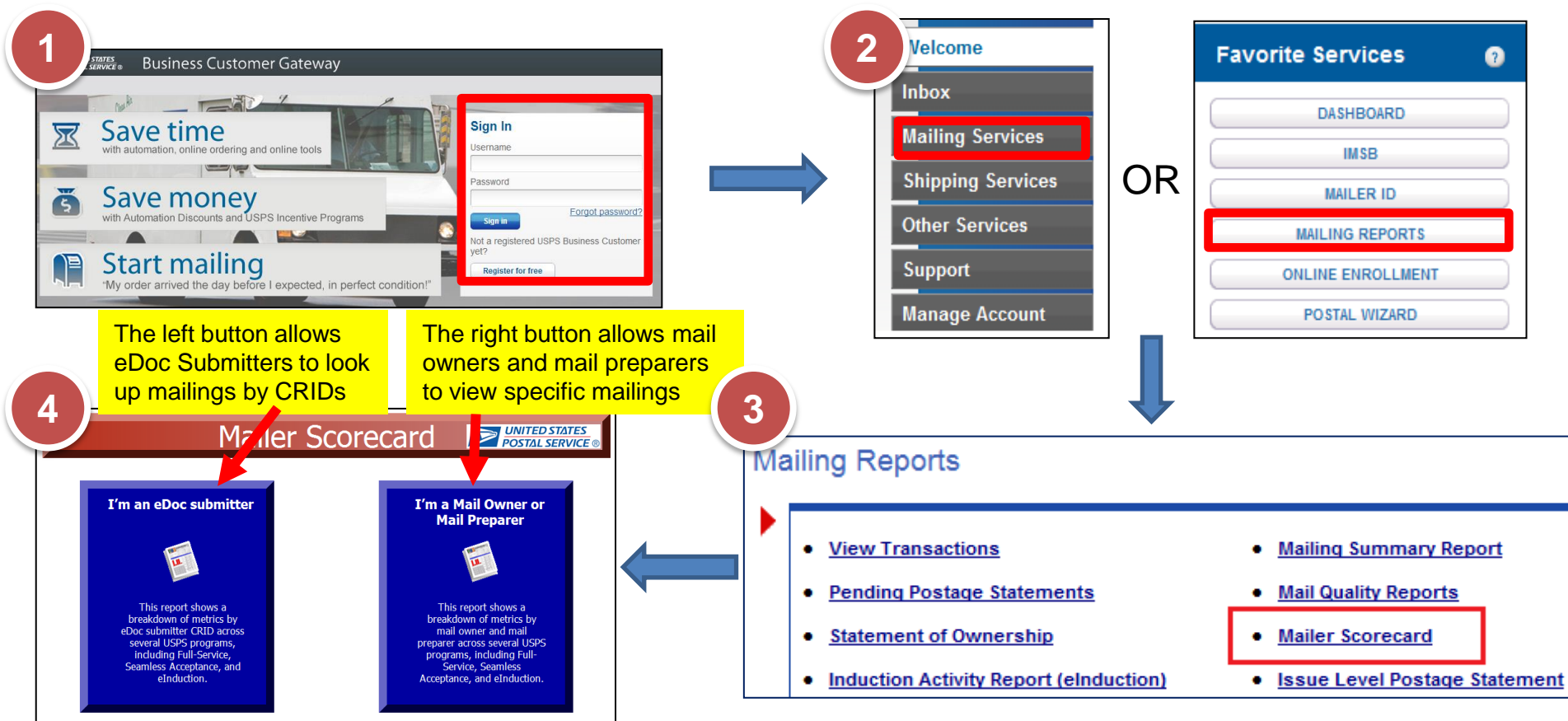
OR

The left button allows eDoc Submitters to look up mailings by CRIDs

The right button allows mail owners and mail preparers to view specific mailings

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Run the Mailer Scorecard Report:

Defaults to current month

Click "Next"

Run the Mailer Scorecard Report continued:

Mailer Scorecard/Full-Service Webinar

- Mail Entry Program Overview

- Mailer Scorecard Overview

- How to Access the Mailer Scorecard

- How to Drill Down into a Report

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- New Changes to the Mailer Scorecard

Mailer Scorecard Error Investigation

You can further investigate errors by accessing the Error Details by Error Type Report on the Mailer Scorecard:

❑ Provides details on all errors across a calendar month

❑ Displays a listing of error codes and number of errors associated with mailings

❑ Is used to help your mailers understand why they are having errors

How to access the Error Details by Error Type Report from the Mailer Scorecard:

How to access the Error Details by Error Type Report from the Mailer Scorecard, continued:

2 **Choose "Full-Service Electronic Errors"**

3 **Click 'Run Report'**

Takes you to the "Error Details by Error Type" report

4 **Click on Error Type or Error Code**

eDoc Submitter		Level	Error Type	Error Code	# Errors
		Container	Entry Facility	7016	35
			Mailer ID	7301	4
			Barcode Uniqueness	7604	14
		Handling Unit	Entry Facility	7018	181
			Mailer ID	7302	75
94539986	Mailing Company A		Barcode Uniqueness	7703	1
				7704	8
		Piece		7705	4,802
			By/For	7140	3,920
				7142	7,835
			Mailer ID	7304	99

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The Error Details by Error Type Report shows the causes of errors:

- An Error Type indicates which verification error occurred
- An Error Code is a unique identifier that describes what caused the error to occur

Error Code	Error Description
7705	The same Piece Barcode (IMb) from the eDoc (.pdr or Mail.XML MailPiece) was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs with the same eDoc Sender CRIDs

Barcode Uniqueness

eDoc Submitter		Level	Error Type	Error Code	# Errors
94539986	Thing 3	Container	Entry Facility	7016	35
			Mailer ID	7301	3
			Barcode Uniqueness	7604	14
		Handling Unit	Entry Facility	7018	181
			Mailer ID	7302	3
			Barcode Uniqueness	7704	8
				7705	4,802
		Piece	By/For	7140	3,920
				7142	975
			Mailer ID	7304	99

Error Code	Error Description
7016	The entry facility identified by the Locale Key for the container within the eDoc

Entry Facility

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Additional details from the Error Details by Error Type Report:

eDoc Submitter		Level	Error Type	Error Code	# Errors
94539986	Thing 3	Container	Entry Facility	7016	35
			Mailer ID	7301	3
			Barcode Uniqueness	7604	14
		Handling Unit	Entry Facility	7018	181
			Mailer ID	7302	3
			Barcode Uniqueness	7704	8
		Piece			4,802
			By/For	7140	3,920
				7142	975
			Mailer ID		

Error Type: Barcode Uniqueness
Error Source: eDoc Verification
Error Level: Container
Error/Warning: Error
Description: The same Container Barcode(IMcb) from the eDoc(.csm or Mail.XML QualReport) was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs and eDoc Sender CRID
Resolution Action: Do not populate an IM Container Barcode field in the .csm file of the Mail.dat or in the ContainerBarcode element in the ContainerInfoData block of Mail.XML with the same Mailer ID/Ser

- **Hovering your mouse over the error code will result in a tooltip with information on the:**

  - ■ Error Type
  - ■ Error Source
  - ■ Error Level

  - ■ Error Warning
  - ■ Description
  - ■ Resolution

eDoc Submitter		Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Level	Error Type	Error Code	Mail Class	Processing Category
94539996	Thing 1	61122660		SAFS1164	NET1	8/1/2015	Container	Barcode Uniqueness	7502	First Class	Flat

- ☐ Click on the error code to view the Mail Quality Job Error Type Report
- ☐ Click on the error code a second time to view the Mail Quality Detailed Error Report

Mail Quality Detailed Error Report shows a list of all errors and their resolution actions:

❑ Is the most granular level of detail and will have no drilling capabilities

❑ Scroll to the right to view more details about that particular error

Note: for container and handling unit errors:

❑ **Mail Quality Detailed Error Report (eDoc Submitter):** Will not display Mail Owner or Mail Preparer for container and handling unit records

❑ **Mail Quality Detailed Error Report (Mail Owner & Preparer):** Will not display Mail Owner or Mail Preparer for container and handling unit records

Resolution Action	eDoc Job ID	eDoc User License Code	eDoc Mailing Group ID
Do not populate an IM Container Barcode field in the .csm file of the Mail.dat or in the ContainerBarcode element in the ContainerInfoData block of Mail.XML with the same Mailer ID/Serial Number combination across mailings within 45 days of the Postage Statement Mailing Date.	SAFS1164	NET1	xxxxxxxx

Mailer Scorecard/Full-Service Webinar

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Full-Service Error Types

eDoc Verifications	Description
Mailer ID	**MIDs** in the IMcb, IMtb, & IMb™ as listed in the eDoc must be valid and assigned by the USPS®
Service Type ID	The **STID** in the IMb as listed in the eDoc must be valid and correct for the mail class and service level of the mailpiece
By/For	**By/For** –The mail owner and preparer must be identified correctly in the eDoc for a mailing with more than 5000 pieces per day for a single mail owner
Barcode Uniqueness	**Unique Barcodes** in the IMcb, IMtb, & IMb as listed in the eDoc must be unique across all mailings from all mailers over the previous 45 days
Entry Facility	The **Entry Facility** for a container or handling unit as listed in the eDoc must match the entry facility from the Mail Direction File or the Facilities Database
Unlinked Copal	All trays/virtual sacks marked for co-palletization at origin must have corresponding eDoc linking to a pallet within **14 days**

% MID Errors
(Container, HU, Piece)

What are they?

When the Mailer ID in the IMcb, IMtb, or IMb is not assigned by the USPS and is invalid, or cannot be found

Example

An alleged MID contained in a IMcb, as listed in the eDoc, is found to not be assigned by the USPS

Postage assessment threshold: 2%

Mailer Scorecard — **AUGUST 2015**

Verifications

Mailer Profile	Electronic Verification	eInduction	Seamless	SF
○ # Metrics	○ # Trending	◉ % Metrics	○ % Trending	

Electronic Veri

eDoc Submitter	Total	94539986 Thing 3
# Bundles processed for eDoc validations	203	203
# Pieces processed for eDoc validations	49,684	49,684
# Full-Service Containers processed for eDoc validations	112	112
# Full-Service Handling Units processed for eDoc validations	206	206
# Full-Service Orphan Handling Units processed for eDoc validation	37	37
# Full-Service Pieces processed for eDoc validations	49,578	49,578
Full-Service Verifications		
% MID Container Errors	--	--
% MID HU Errors	23.79%	23.79%
% MID Piece Errors	--	--
% STID Errors	10.61%	10.61%
% By/For Errors	85.08%	85.08%
% Barcode Uniqueness Container Errors	--	--
% Barcode Uniqueness HU Errors	--	--
% Barcode Uniqueness Piece Errors	0.00%	0.00%
% Entry Facility Container Errors	6.25%	6.25%
% Entry Facility HU Errors	100.00%	100.00%
% Unlinked Copal Tray Errors	N/A	N/A
% Early Scheduled Ship Date Warnings	N/A	N/A
% Default Tray Barcode Warnings	--	--
% Unlinked Copal Tray Warnings	N/A	N/A

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Resolution Action: Use customer validation tool in the BCG to check that your MID is associated with a CRID and a business address. Confirm that the MID is placed correctly in the field that represents the IMb, IMtb, or the IMcb file in the eDoc. If the "MID" is not valid, but you wish to continue using that number, contact the *PostalOne!* Helpdesk. If you wish to use a new MID, use the MID create request tool in the BCG.

eDoc Submitter		Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code
xxxxxxx	Mailing Company A	8/3/2015	99M8881600000000000015	Container	eDoc Verification		Mailer ID	7301

Error Description	Error Data	Resolution Action	eDoc Job ID	eDoc User License Code	eDoc Mailing Group ID
The Mailer ID in the IMcb from the eDoc container record .csm or Mail.XML QualReport) is invalid or cannot be found	MAILER ID = 888160	Populate the Mailer ID in the IM Container Barcode field in the .csm file of the Mail.dat or in the ContainerBarcode element in the ContainerInfoData block of Mail.XML with a valid Mailer ID.	8881601	M444	153015792

eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category	Mailer ID	Mailer	Container Level	Container Type	Container Destination ZIP	Container ID
	MAIL_DAT	First Class	Letters and Cards		N/A	Origin SCF	Pallet	553	000001

% Service Type ID (STID) Errors

What are they?

When the STID listed in the eDoc, as provided in the IMb, is not valid

Or

The STID doesn't match the mail class or service level of the mailpiece as listed in the eDoc

Example

The STID on a mailpiece identifies the piece as a basic service piece, but the eDoc says it is a Full-Service piece

Postage assessment threshold: 2%

Mailer Scorecard — **AUGUST 2015**

Verifications

| Mailer Profile | Electronic Verification | eInduction | Seamless | SF |

○ # Metrics   ○ # Trending   ◉ % Metrics   ○ % Trending

Electronic Verif

eDoc Submitter	Total	94539986 Thing 3
# Bundles processed for eDoc validations	203	203
# Pieces processed for eDoc validations	49,684	49,684
# Full-Service Containers processed for eDoc validations	112	112
# Full-Service Handling Units processed for eDoc validations	206	206
# Full-Service Orphan Handling Units processed for eDoc validation	37	37
# Full-Service Pieces processed for eDoc validations	49,578	49,578
Full-Service Verifications		
% MID Container Errors	--	--
% MID HU Errors	23.79%	23.79%
% MID Piece Errors	--	--
% STID Errors	10.61%	10.61%
% By/For Errors	85.08%	85.08%
% Barcode Uniqueness Container Errors	--	--
% Barcode Uniqueness HU Errors	--	--
% Barcode Uniqueness Piece Errors	0.00%	0.00%
% Entry Facility Container Errors	6.25%	6.25%
% Entry Facility HU Errors	100.00%	100.00%
% Unlinked Copal Tray Errors	N/A	N/A
% Early Scheduled Ship Date Warnings	N/A	N/A
% Default Tray Barcode Warnings	--	--
% Unlinked Copal Tray Warnings	N/A	N/A

Resolution Action: Confirm that the STID listed in the Mail.dat/Mail.XML file is valid using the STID Table on RIBBS. If the STID is in the table, validate that it matches the mail class or service level of the mailpiece as listed in the eDoc. If the STID is not listed in the table, then the STID is invalid. Select a valid STID from the STID table on RIBBS.

eDoc Submitter		Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code
xxxxxxx	Mailing Company A	8/21/2015	1003810076291295746528173808513	Piece	eDoc Verification		Service Type	7403

Error Description	Error Data
The Service Type Identifier in the IMb from the eDoc piece record (.pdr or Mail.XML MailPiece) indicates a Mail Class that does not match the Mail Class in the eDoc (.seg or Mail.XML QualReport)	SERVICE TYPE ID = 038, EDOC MAIL CLASS = Standard

Resolution Action	eDoc Job ID	eDoc User License Code	eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category	Mailer ID	Mailer
Populate positions 3-5 of the IMb field in the .pdr file of the Mail.dat or the IMb element in the MailPieceBlockType block of the Mail.XML with a valid Service Type ID that matches the Mail Class identified in the eDoc.	QG757N04	Mailing Company A	153801729		MAIL_DAT	Standard	Flat	100762	4821337

% By/For Errors

What are they?

When a mailing with greater than 5000 pieces for a single Mail owner doesn't represent the Mail Owner and/or Mail Preparer properly in the eDoc

Example

A mail preparer has a mailing containing 5500 pieces from a single Mail Owner and doesn't provide the Mail owner MID, CRID, Permit or Publication Number in the eDoc

Postage assessment threshold: 5%
(unless customized)

Mailer Scorecard **AUGUST 2015**

Verifications

Mailer Profile	Electronic Verification	eInduction	Seamless	SP
○ # Metrics	○ # Trending	◉ % Metrics	○ % Trending	

Electronic Verif

eDoc Submitter	Total	94539986 Thing 3
# Bundles processed for eDoc validations	203	203
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# Full-Service Containers processed for eDoc validations	112	112
# Full-Service Handling Units processed for eDoc validations	206	206
# Full-Service Orphan Handling Units processed for eDoc validation	37	37
# Full-Service Pieces processed for eDoc validations	49,578	49,578
Full-Service Verifications		
% MID Container Errors	--	--
% MID HU Errors	23.79%	23.79%
% MID Piece Errors	--	--
% STID Errors	10.61%	10.61%
% By/For Errors	85.08%	85.08%
% Barcode Uniqueness Container Errors	--	--
% Barcode Uniqueness HU Errors	--	--
% Barcode Uniqueness Piece Errors	0.00%	0.00%
% Entry Facility Container Errors	6.25%	6.25%
% Entry Facility HU Errors	100.00%	100.00%
% Unlinked Copal Tray Errors	N/A	N/A
% Early Scheduled Ship Date Warnings	N/A	N/A
% Default Tray Barcode Warnings	--	--
% Unlinked Copal Tray Warnings	N/A	N/A

By/For Verification

Mail Owner characteristics:

- ☐ Makes business decisions regarding the mailpiece content

- ☐ Directly benefits from the Mailing

- ☐ Pays for Postage on the mailpiece directly or by way of a Mailing Agent

Mail owner should be provided even if volume is moved from one Mail Service Provider (MSP) to another.

- ☐ If an MSP gives mail to another MSP they should communicate the mail owner information for that mail to the second MSP

What causes By/For Errors?

1) **Mail Owner/Preparer is invalid or missing.**

   ▪ Mail Owner/Mail Preparer was not identified in the eDoc

   ▪ Mail Owner/Mail Preparer MID, CRID, or permit information provided in the eDoc was invalid

2) **Mail Owner and Mail Preparer were identified in the eDoc as the same business entity**

3) **Mail Owner CRID or permit/MID associated to the CRID was used to identify a Mail Preparer in an eDoc within the past 90 days**

Resolution Action: For matching related errors, contact your Software Provider and reference the Access Fact Sheets on RIBBS. For Missing or Invalid Mail Owner Mail Preparer Identifier errors, access the Customer Validation Tool in the BCG to validate the MID, CRID, Permit, or Publication number. For errors where the Mail Owner was a Mail Preparer in the last 90 days, there are two options. If the Mail Owner is not an MSP, ask the Help Desk to indicate that they are a Mail Owner. If the Mail Owner is an MSP, work with them to get their mail owner information.

eDoc Submitter		Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code
xxxxxxx	Mailing Company A	8/3/2015	00270201421379810872782405411 14	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7143

Error Description		Error Data	Resolution Action		eDoc Job ID	eDoc User License Code
The Mail Owner was identified as a service provider on a configurable list of CRIDs.			Provide Mail Owner information that does not map to Mailer that is a known Mail Preparer.		PATL0363	PATL

eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category	Mailer ID	Mailer		Container Level
153158092		MAIL_DAT	First Class	Letters and Cards	201421	xxxxxxx	Mailing Company A	

Container Type	Container Destination ZIP	Container ID	Handling Unit ID	Piece ID	Piece Range ID	Lower Piece Range	Upper Piece Range	Mail Preparer	Mail Owner
		014204	003761	00000000000003948848027				Mailing Company A	Mailing Company B

% Barcode Uniqueness (Container, HU, Piece) Errors

What are they?

When an IMcb, IMtb, or IMb is not unique across all mailings from all mailers over the previous 45 days from the Postage Statement Mailing Date that was provided in eDoc

Example

A mailing's Postage Statement Mailing Date was July 10th, and the Mail Preparer used the same IMcb for a mailing on August 18th

Postage assessment threshold: 2%

Mailer Scorecard — AUGUST 2015

Verifications

	Mailer Profile	Electronic Verification	eInduction	Seamless	SP
○ # Metrics	○ # Trending	◉ % Metrics	○ % Trending		

Electronic Veri

eDoc Submitter	Total	94539986 Thing 3
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# Full-Service Orphan Handling Units processed for eDoc validation	37	37
# Full-Service Pieces processed for eDoc validations	49,578	49,578
Full-Service Verifications		
% MID Container Errors	--	--
% MID HU Errors	23.79%	23.79%
% MID Piece Errors	--	--
% STID Errors	10.61%	10.61%
% By/For Errors	85.08%	85.08%
% Barcode Uniqueness Container Errors	--	--
% Barcode Uniqueness HU Errors	--	--
% Barcode Uniqueness Piece Errors	0.00%	0.00%
% Entry Facility Container Errors	6.25%	6.25%
% Entry Facility HU Errors	100.00%	100.00%
% Unlinked Copal Tray Errors	N/A	N/A
% Early Scheduled Ship Date Warnings	N/A	N/A
% Default Tray Barcode Warnings	--	--
% Unlinked Copal Tray Warnings	N/A	N/A

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Resolution Action:
Determine uniqueness at handling unit & container level: **MID + Serial Number**
Determine uniqueness at mailpiece level: **Class of STID + MID + Serial Number**
Check the source of the barcode by working with the Mail Owner to correct the errors with each of their Mail Preparers or MSP. The Mail Owner determines if all the barcodes are being reused by speaking to the Mail Preparers. The Mail Owner and Mail Preparer/ MSP must work together to resolve the barcode uniqueness error**.**

eDoc Submitter		Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code
xxxxxxx	Mailing Company A	8/1/2015	99M0005362887831280XX	Container	eDoc Verification		Barcode Uniqueness	7504

Error Description	Error Data
The same Container Barcode (IMcb) from the eDoc (.csm or Mail.XML QualReport) was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs with the same eDoc Sender CRID	DUPLICATE JOB ID/USER LICENSE CODE = PCHA4177, DUPLICATE MAILING GROUP ID/CUSTOMER GROUP ID = 153067445

Resolution Action	eDoc Job ID	eDoc User License Code	eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category
Do not populate an IM Container Barcode field in the .csm file of the Mail.dat or in the ContainerBarcode element in the ContainerInfoData block of Mail.XML with the same Mailer ID/Serial Number combination across mailings within 45 days of the Postage Statement Mailing Date.	PCHA4179	PCHA	153089255		MAIL_DAT	First Class	Letters and Cards

Mailer ID	Mailer	Container Level	Container Type	Container Destination ZIP	Container ID	Handling Unit ID	Piece ID	Piece Range ID	Lower Piece Range	Upper Piece Range	Mail Preparer
	N/A	MXDS - Mixed Surface	Pallet	280	000883						

% Entry Facility (Container, HU) Errors

What are they?

When the eDoc Locale Key or Postal Code of a Full-Service container or orphan Handling Unit does not does not exist in the Mail Direction File (MDF) or the Facilities Database (FDB)

Example

The entry facility identified by the Locale Key for the container within the eDoc was unknown

Postage assessment threshold: 2%

eDoc Submitter	Total	94539986 Thing 3
# Bundles processed for eDoc validations	203	203
# Pieces processed for eDoc validations	49,684	49,684
# Full-Service Containers processed for eDoc validations	112	112
# Full-Service Handling Units processed for eDoc validations	206	206
# Full-Service Orphan Handling Units processed for eDoc validation	37	37
# Full-Service Pieces processed for eDoc validations	49,578	49,578
Full-Service Verifications		
% MID Container Errors	--	--
% MID HU Errors	23.79%	23.79%
% MID Piece Errors	--	--
% STID Errors	10.61%	10.61%
% By/For Errors	85.08%	85.08%
% Barcode Uniqueness Container Errors	--	--
% Barcode Uniqueness HU Errors	--	--
% Barcode Uniqueness Piece Errors	0.00%	0.00%
% Entry Facility Container Errors	6.25%	6.25%
% Entry Facility HU Errors	100.00%	100.00%
% Unlinked Copal Tray Errors	N/A	N/A
% Early Scheduled Ship Date Warnings	N/A	N/A
% Default Tray Barcode Warnings	--	--
% Unlinked Copal Tray Warnings	N/A	N/A

Mailer Scorecard AUGUST 2015

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless | SP

○ # Metrics ○ # Trending ⊙ % Metrics ○ % Trending

Electronic Verif

Resolution Action: Verify that your eDoc entry point information is correct on the FAST website. Then verify that you and your software vendor have a current and uncorrupted version of the Drop Ship Product.

eDoc Submitter		Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code
xxxxxxx	Mailing Company A	8/3/2015	10500329110653887641 2341	Handling Unit	eDoc Verification	eDoc Entry Facility	Entry Facility	7019

Error Description	Error Data
The entry facility identified by the Postal Code for the orphan handling unit within the eDoc was unknown	EDOC LOCALE KEY = ORIGIN , EDOC ENTRY POSTAL CODE = 560932077

Resolution Action	eDoc Job ID	eDoc User License Code	eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processi Category	Mailer ID	Mailer
Populate the Entry Point - Actual / Delivery - Postal Code field in the .csm of the Mail.dat or the EntryPointZip element in the ContainerInfoData block of the Mail.XML with a valid Postal Code.	QG72EB02	QUAD	153009918		MAIL_DAT	Periodicals	Flat		N/A

Container Level	Container Type	Container Destination ZIP	Container ID	Handling Unit ID	Piece ID	Piece Range ID	Lower Piece Range	Upper Piece Range	Mail Preparer	Mail Owner	CSA ID
	Sack (general)			0000D4							

UNITED STATES
POSTAL SERVICE®

% Unlinked Copal Errors

What are they?

When a tray or sack marked for co-palletization in the eDoc of an originating mailer is not accounted for on the consolidator's eDoc within 14 days

Example

An origin copal eDoc was submitted but the trays from the origin job were not submitted for the consolidator job within the 14 day window

Postage assessment threshold: 5%

Mailer Scorecard — AUGUST 2015

Verifications

	Mailer Profile	Electronic Verification	eInduction	Seamless	SP
	○ # Metrics	○ # Trending	● % Metrics	○ % Trending	

Electronic Verif

eDoc Submitter	Total	94539986 Thing 3
# Bundles processed for eDoc validations	203	203
# Pieces processed for eDoc validations	49,684	49,684
# Full-Service Containers processed for eDoc validations	112	112
# Full-Service Handling Units processed for eDoc validations	206	206
# Full-Service Orphan Handling Units processed for eDoc validation	37	37
# Full-Service Pieces processed for eDoc validations	49,578	49,578
Full-Service Verifications		
% MID Container Errors	--	--
% MID HU Errors	23.79%	23.79%
% MID Piece Errors	--	--
% STID Errors	10.61%	10.61%
% By/For Errors	85.08%	85.08%
% Barcode Uniqueness Container Errors	--	--
% Barcode Uniqueness HU Errors	--	--
% Barcode Uniqueness Piece Errors	0.00%	0.00%
% Entry Facility Container Errors	6.25%	6.25%
% Entry Facility HU Errors	100.00%	100.00%
% Unlinked Copal Tray Errors	N/A	N/A
% Early Scheduled Ship Date Warnings	N/A	N/A
% Default Tray Barcode Warnings	--	--
% Unlinked Copal Tray Warnings	N/A	N/A

Resolution Action: Confirm that the appropriate party is submitting a Consolidator Job. A Consolidator Job may be submitted as an .OCI file or use the ContainerLinkageCreateRequest (Mailing is not considered to be complete, as there is no pallet information). Mailer verifies that the Consolidator Job captures all of the origin volume. Work with your software vendor and Consolidator to link your origin files to the pallet information.

eDoc Submitter		Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code
xxxxxxx	Mailing Company A	8/6/2015	01000544110633100399731	Handling Unit	eDoc Verification		OCI	M4000

Error Description	Error Data	Resolution Action
An .oci file or an OriginalContainerLinkageCreateRequest message in a consolidator job has not linked the origin tray as required.	N/A	

eDoc Job ID	eDoc User License Code	eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category	Mailer ID	Mailer
30562302	PJBO	152805320			Standard	Mixed		N/A

Container Level	Container Type	Container Destination ZIP	Container ID	Handling Unit ID	Piece ID	Piece Range ID	Lower Piece Range	Upper Piece Range	Mail Preparer	Mail Owner	CSA ID	Manual Sample ID
				000360								

Mailer Scorecard/Full-Service Webinar

- Mail Entry Program Overview

- Mailer Scorecard Overview

- How to Access the Mailer Scorecard

- How to Drill Down into a Report

- Full-Service Verifications and Error Drill Downs

- New Changes to the Mailer Scorecard

UNITED STATES POSTAL SERVICE ®

Beginning November 15th new lines on Scorecard to show the specific number of distinct errors per metric

Current Metrics	New Metrics

Current Metrics — Full-Service Verifications

Full-Service Verifications
MID Container Errors
MID HU Errors
MID Piece Errors
STID Errors
By/For Errors
Barcode Uniqueness Container Errors
Barcode Uniqueness HU Errors
Barcode Uniqueness Piece Errors
FS Entry Facility Container Errors
FS Entry Facility HU Errors
Unlinked Copal Tray Errors
Total Additional Postage Due (Full-Service Electronic) - Info Only
Early Scheduled Ship Date Warnings
DMU Verified USPS Transported Containers
Default Tray Barcode Warnings
Unlinked Copal Tray Warnings
Unlinked Copal Bundle Warnings

New Metrics — Full-Service Verifications

Full-Service Verifications
MID Container Errors
Containers with MID Errors
MID HU Errors
HU with MID Errors
MID Piece Errors
Pieces with MID Errors
STID Errors
Pieces with STID Errors
By/For Errors
Pieces with By/For Errors
Barcode Uniqueness Container Errors
Containers with Barcode Uniqueness Errors
Barcode Uniqueness HU Errors
HUs with Barcode Uniqueness Errors
Barcode Uniqueness Piece Errors
Pieces with Barcode Uniqueness Errors
Entry Facility Container Errors
Containers with Entry Facility Errors
Entry Facility HU Errors
HUs with Entry Facility Errors
Unlinked Copal Tray Errors
HUs with Unlinked Copal Errors

1st of the month

Postage Assessment Process

eDoc Submitter:

Shows all volume and errors from an eDoc Submitter for a month

Review errors over threshold

Shows the postage due throughout the month if a threshold is exceeded

Mail Owner/Mail Preparer:

Shows volume and errors for one or more combinations of mail owner and mail preparer

Electronic Verif

eDoc Submitter △	Total	1234566 MSP A
Full-Service Verifications		
# MID Container Errors	--	--
# MID HU Errors	--	--
# MID Piece Errors	--	--
# STID Errors	43,727	43,727
# By/For Errors	22,253	22,253
# Barcode Uniqueness Container Errors	--	--
# Barcode Uniqueness HU Errors	1,873	1,873
# Barcode Uniqueness Piece Errors	5,036,848	5,036,848
# FS Entry Facility Container Errors	--	--
# FS Entry Facility HU Errors	--	--
# Unfinished Copal Tray Errors	8,501	8,501
Total Additional Postage Due (Full-Service Electronic) - Info Only	$15,217.18	$15,217.18

11th of the next month

| Assessment Report Generation | Assessment Report Notification | eDoc Submitter Review & Action | Mailer Payment or Dispute |

Our Commitment to you:

- **We want to team with you when it comes to processing your mailings…You are not alone.**

- **The USPS is committed to working with you and your company to identify and correct errors to ensure you remain below the established thresholds**

- **A representative from the Postal Service will contact you to assist you in resolving any issues, or you may contact your local Business Mail Entry Unit. for assistance**

**USPS and You:
ONE Team, Making Mail
Delivery a Success!**

- **Mailer Scorecard User Guide: This document provides details on how to access and use the Mailer Scorecard report**

- **Mailer Quality Reporting User Guide: This document provides details on how to access and use the Mail Quality reports**

- **MicroStrategy Tips and Tricks: This document provides tips on how to best use the Mailer Scorecard and Mail Quality reports**

The latest versions of these guides can be found at: https://ribbs.usps.gov/index.cfm?page=intellmailguides

Appendix Slides

Full Service Verifications

1. Move/Update Validations*: checks for the number of change of address errors

2. Entry Point Validations*: checks the correctness of the entry facility provided in eDoc against the Mail Direction File

3. eDoc Nesting/Sortation Validations*: checks the nesting/sortation in the eDoc against labeling lists and presort rules

* Only applies when a mailer is preparing more than **75%** of their volume as Full-Service

Move Update Validation

- Reduces the number of mailpieces in a commercial mailing that require forwarding, returning, or treatment as waste by regularly matching the mailer's address with the Change of Address (COA) orders

- A Move Update error occurs when a piece scan has an outdated delivery address and the COA on file existed between 95 days and 18 months of the postage statement finalization date.

- Reference <u>Move Update Training</u> for additional information

- Verification Recap

Error Category	Error Type	Threshold	Description
Valid MID	MID Container	2%	The MID in the IMcb was not assigned by the USPS, and is invalid, or cannot be found
	MID Handling Unit	2%	The MID in the IMtb was not assigned by the USPS, and is invalid, or cannot be found
	MID Piece	2%	The MID in the IMb was not assigned by the USPS, and is invalid, or cannot be found
Valid STID	STID	2%	The STID in the IMb is missing or not valid and correct for the class and service level of the mailpiece
By/For	By/For	5%	The Mail Owner and Mail Preparer are not identified and accurate in the eDoc
Unique Barcode	Barcode Uniqueness-Container	2%	The IMcb is not unique across all mailings from all mailers over the previous 45 days from the Postage Statement Mailing Date that was provided in eDoc
	Barcode Uniqueness-Handling Unit	2%	The IMtb is not unique across all mailings from all mailers over the previous 45 days from the Postage Statement Mailing Date that was provided in eDoc
	Barcode Uniqueness - Piece	2%	The IMb is not unique across all mailings from all mailers over the previous 45 days from the Postage Statement Mailing Date that was provided in eDoc
Entry Facility	Entry Facility Container	2%	The eDoc Locale Key or Postal Code of a Full-Service container does not exist in the Mail Direction File (MDF) or the Facilities Database (FDB)
	Entry Facility Handling Unit	2%	The eDoc Locale Key or Postal Code of a Full-Service orphan Handling Unit does not exist in the Mail Direction File (MDF) or the Facilities Database (FDB)
Unlinked Copal	Unlinked Copal	5%	When a tray or sack marked for co-palletization in the eDoc of an originating mailer is not accounted for on the consolidator's eDoc within 14 days

Full-Service Verifications

▢ Some of the key elements in the eDoc used to measure Full-Service mail quality include**:**

- Mailer ID (MID)

- Service Type ID (STID)

- Barcode Uniqueness

- Entry Facility

- Identification of By/For relationship

- Tray linkage if preparing copal mailings
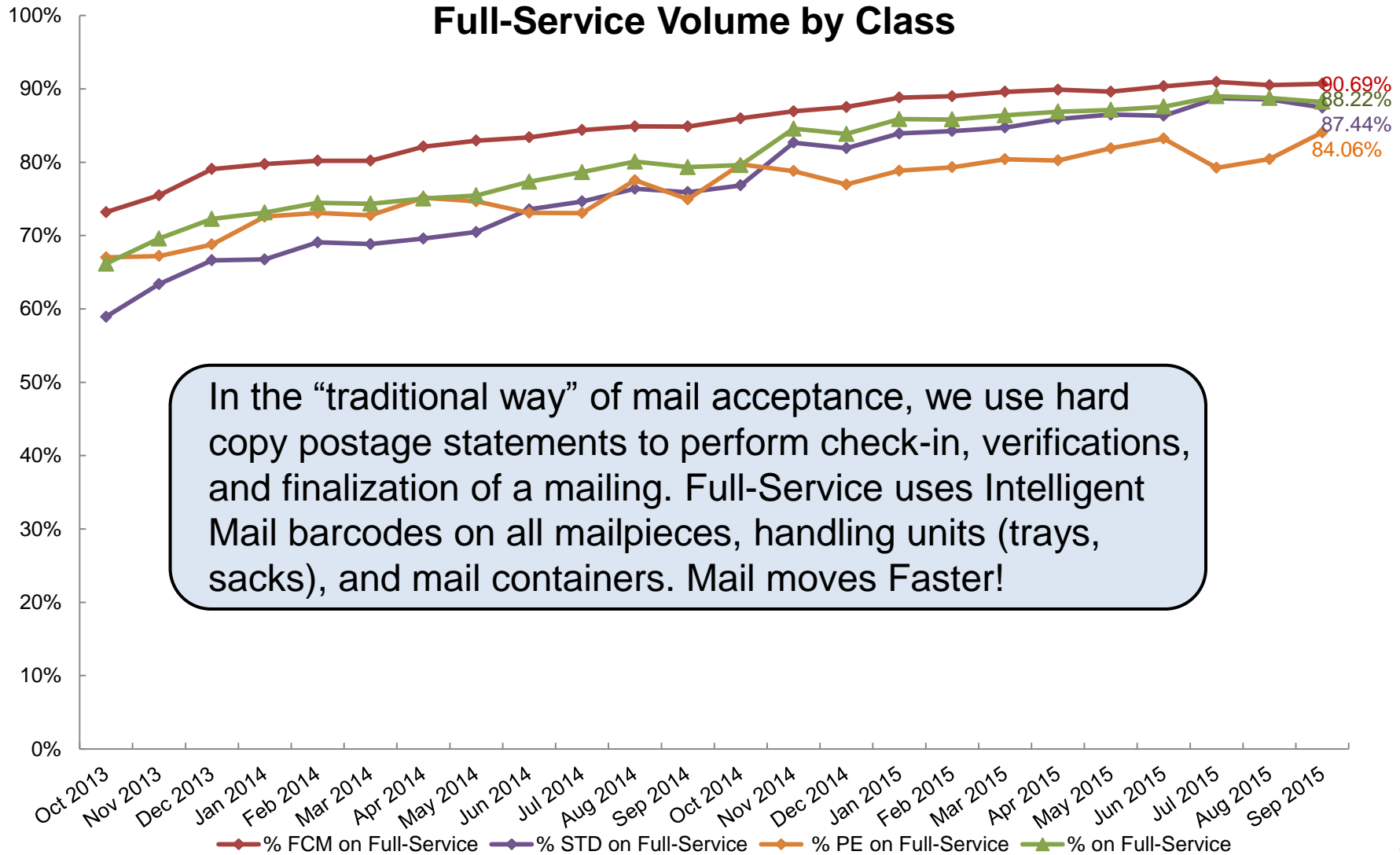
eDoc　　　　　　**Full-Service Standards**　　　　　**Mailer Scorecard**

Compares

Results Communicated to

Full- Service Requirements

Unique Intelligent Mail® Barcodes must be on all mailpieces, Handling Units, and containers. These barcodes must be **unique across all mailings / mailers over the previous 45 days**

eDoc must be submitted using Mail.dat ™, Mail.XML ™, Postal Wizard, or the IMsb

Claim Full-Service discounts for the following mailpiece types only:

- First-Class® postcards, letters and flats
- Standard Mail® letters and flats
- Periodicals letters and flats
- Bound Printed Matter flats
- Standard Mail Basic Carrier Route flats
- Standard Mail High Density Plus carrier Route flats
- Periodicals Carrier Route flats

MAILER SCORECARD

Up to 72 hours for data availability after finalization

Full-Service Verifications		
# MID Container Errors	5	5
# MID HU Errors	19	19
# MID Piece Errors	980	980
# STID Errors	--	--
# By/For Errors	980	980
# Barcode Uniqueness Container Errors	--	--
# Barcode Uniqueness HU Errors	--	--
# Barcode Uniqueness Piece Errors	--	--
# Entry Facility Container Errors	--	--
# Entry Facility HU Errors	--	--
# Unlinked Copal Tray Errors	--	N/A
Total Additional Postage Due (Full-Service Electronic) - Info Only	--	--

Full-Service Errors in September 2015

Verification	Threshold	Error %
MID Error - Container	2%	.01%
MID Error – HU	2%	.10%
MID Error – Piece	2%	.06%
Service Type ID	2%	.08%
By/For	**5%**	**7.44%**
Barcode Uniqueness - Container	2%	.54%
Barcode Uniqueness – HU	2%	.33%
Barcode Uniqueness – Piece	**2%**	**1.9%**
Entry Facility	5%	.53%
Unlinked Copal	5%	.17%

Barcode Uniqueness for Smaller Mailings

For mailings less than 10,000 pieces, mailers have two options:

- **Option A:**
    - Provide an identical Barcode Serial Number within a single mailing that must maintain uniqueness across mailings for 45 days
- **Option B:**
    - Provide a range of unique Barcode Serial Numbers throughout a single mailing that must maintain uniqueness across all mailings for 45 days

By/For and Barcode Uniqueness

- **Today:** Potential for multiple By/For and Barcode Uniqueness errors can be logged on the same piece, but postage assessment is based on the number of pieces in error

- On the Mailer Scorecard, the # metrics view counts the number of errors assessed, rather than the number of pieces in error, which can result in the # of errors and % of errors may be higher than the number of pieces in errors

- **Mid-October:** A new line added to the Mailer Scorecard for every error to show the # of pieces with errors (in addition to the # of errors). The % metric will be changed to show the % of pieces in error.

Full-Service Benefits

- Mail Anywhere Eligible
- Reduced Costs
- Promotions & Incentives
- Free Address Correction
- Annual Fee Waiver
- Mailing Visibility
- Mail Quality Feedback

Mailer Scorecard — AUGUST 2015

Verifications

	Mailer Profile	Electronic Verification	eInduction	Seamless	SP

○ # Metrics   ○ # Trending   ◉ % Metrics   ○ % Trending

Electronic Verif

eDoc Submitter	Total	94539986 Thing 3
# Bundles processed for eDoc validations	203	203
# Pieces processed for eDoc validations	49,684	49,684
# Full-Service Containers processed for eDoc validations	112	112
# Full-Service Handling Units processed for eDoc validations	206	206
# Full-Service Orphan Handling Units processed for eDoc validation	37	37
# Full-Service Pieces processed for eDoc validations	49,578	49,578
Full-Service Verifications		
% MID Container Errors	--	--
% MID HU Errors	23.79%	23.79%
% MID Piece Errors	--	--
% STID Errors	10.61%	10.61%
% By/For Errors	85.08%	85.08%
% Barcode Uniqueness Container Errors	--	--
% Barcode Uniqueness HU Errors	--	--
% Barcode Uniqueness Piece Errors	0.00%	0.00%
% Entry Facility Container Errors	6.25%	6.25%

Mailer Profile Tab

Electronic Verification Tab

eInduction Tab

Seamless Tab

Need all of your data?

Mailer Scorecard Detailed Error Data Request Form on RIBBS.usps.gov

55

Mailer Scorecard Detailed Error Request

❑ On the Mailer Scorecard, there is a cap on piece errors at the Job, Preparer, Owner, Error Code level at 500 for Delivery Point Verifications, 200 for Move Update, and 100 for all other error types

❑ Currently, this cap is impacted by ALM 3470- Detailed Error, where records are being capped at 1,100 records at Job/Error Code level

❑ If a mailer wants to see the full set of error data, they must contact the *PostalOne!* Help Desk and submit a Detailed Errors Data Request Form

Detailed Error Data Request Form

Instructions: Please submit completed form to the PostalOne! Help Desk: PostalOne@usps.gov (also available by Phone: 1-800-522-9085)

Mailer: Click here to enter text.
Mailer Contact Name: Click here to enter text.
Mailer Contact Phone: Click here to enter text.
Mailer Contact Email: Click here to enter text.
Frequency: Choose an item.
Begin Date: Click here to enter a date.
End Date: Click here to enter a date.
Large File Transfer Location: Choose an item.
Mailer Type: eDoc Submitter ☐   Owner ☐
eDoc Submitter CRID (Required if eDoc Submitter is selected as Mailer Type): Click here to enter text.
Owner CRID (Required if Owner is selected as Mailer Type): Click here to enter text.
CRID or Mailer ID (for Undocumented data requests): Click here to enter text.
Job ID(s)/Mailing Group ID(s) (if available): Click here to enter text.
Mailer Scorecard Screenshot (if available):

Full Service Verifications
Barcode Uniqueness Errors (Container) ☐
Barcode Uniqueness Errors (Handling Unit) ☐
Barcode Uniqueness Errors (Piece) ☐
By/For Errors ☐
STID Errors (Piece) ☐
MID Errors (Piece) ☐
Entry Facility Container Errors ☐

Seamless Verifications (Census)
Undocumented Errors (MPE) ☐
Nesting/Sortation (MPE) ☐
Delivery Point Verification ☐

Seamless Verifications (Sampling)
Undocumented Errors (Sampling) ☐
Weight (Sampling) ☐
Nesting/Sortation (Sampling) ☐
Postage (Sampling) ☐
Mail Characteristic (Sampling) ☐

Other Verifications
Move/Update Errors ☐

Special Instructions: Click here to enter text.

Resources

RIBBS → Intelligent Mail Services → Guides and Technical Specifications

Mail Entry Roadmap

https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/MailEntryRoadmap.pdf

Certified Full-Service Vendor Summary List

https://ribbs.usps.gov/uniqueimb/documents/tech_guides/VendorFullServiceCapabilities.pdf

Certified Full-Service MSP/Mail Owner Summary List

https://ribbs.usps.gov/intelligentmail/documents/tech_guides/MSP_MailOwnerInformationalSheet.pdf

Guide to Intelligent Mail for Letters & Flats

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailLettersandFlats.pdf

Guide to eInduction

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/Guide_to_eInduction.pdf

Guide to Seamless

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoSeamlessAcceptance.pdf

Guide to Mailer Scorecard/Microstrategy

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuideToMailerScorecard.pdf

Assessable Metrics by Program

https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/Assessable_Metrics_by_Program.pdf

Thresholds Guide

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ThresholdProcess.pdf

Guide to the Postage Assessment

https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/GuidetoPostageAssessment.pdf

Program Error Verification Formulas

Full-Service Intelligent Mail	
MID Container	$$\frac{\text{FS Containers with MID Errors}}{\text{Total FS Containers Submitted in eDoc}}$$
MID Handling Unit	$$\frac{\text{FS Handling Units with MID Errors}}{\text{Total FS Handling Units Submitted in eDoc}}$$
MID Piece	$$\frac{\text{FS Pieces with MID Errors}}{\text{Total FS Pieces Submitted in eDoc}}$$
STID	$$\frac{\text{FS Pieces with STID Errors}}{\text{Total FS Pieces Submitted in eDoc}}$$
By/For	$$\frac{\text{FS Pieces with By/For Errors}}{\text{Total FS Pieces Submitted in eDoc}}$$
Unlinked Copal	$$\frac{\text{Change of Address Errors}}{\text{Move Update Eligible Pieces}}$$